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LIBRARY SERVICES TO INDUSTRY IN AACHEN AND DORTMUND

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1. Why Aachen and Dortmund?

A large number of university libraries in North Rhine-Westphalia are specialized in science and engineering: libraries in Aachen, Bochum, Dortmund, Duisburg, Essen, Paderborn, Siegen, and Wuppertal.

There are patent collections in North Rhine Westphalia provided by the Association of German Engineers (VDI) in Düsseldorf, a public library in Bielefeld, and two of the university libraries mentioned above: Aachen and Dortmund.

The libraries in Aachen and Dortmund combine major holdings in science and technology with patent collections. These libraries, therefore, are of considerable interest to industrial firms.

The Library of the Technische Hochschule Aachen was founded in 1870, the patent department was incorporated into the library in the late 1870s. The Central Library of the library system contains 900.000 volumes and 3.800 current journals.

The University of Dortmund Library was founded in 1965, the patent division was incorporated in 1969, the total holdings of the library system are 1.200.000 volumes and 6.500 current journals.

Neither of the two libraries has the function of a national library of science and engineering.

2. Library Services to Industry (Services of the Patent Departments excepted)

Library services comprise mainly lending, photocopying, and interlibrary loans.

As far as these services are concerned, industrial firms are subject to the same conditions as other non-university users.

For some firms in Dortmund special regulations cover the supply of articles from journals. These firms requesting large quantities of photocopies are allowed to send all demands for articles on interlibrary loan request forms. The library supplies copies of all articles of its own holdings, sending the rest to other libraries by using the interlibrary request form. In this way the user does not have to find out on his own what is at hand in the library. Moreover, loan request forms sent in by mail are accepted. The requesting firms receive invoices at regular inter-

vals, for instance monthly. Similar regulations are valid in Aachen: Here large firms have accounts; they pay in advance, invoices for photocopies are charged to these accounts.

3. Patent Departments in Aachen and Dortmund

The holdings in Aachen and Dortmund are very similar, they are supplied free of charge by the German Patent Office, about 130.000 documents each year, amounting to a total of 3 Mill. documents.

In particular:

patent documents of the former Reichspatentamt 1877 to 1945,
patent documents of the Deutsches Patentamt,

the so-called Auslegeschriften from the beginning - in 1957 -
up to 1980 (in this year they ceased to be published),

the so-called Offenlegungsschriften (documents of application
for a patent) since 1968,

patent documents of the European Patent Office since 1978/1980,

international patent specifications of the PCT (Patent Cooperation Treaty) only if a German translation is available,

copies of abstracts of all PCT documents at the Dortmund Library.

(All these documents are arranged in subject order.)

Abridgements of US patent specifications.

The staff of the patent departments is not to make patent searches for the user.

Their help is restricted to the following services:

to give information about the holdings and the shelving of the holdings,

to give information about the classifications
(German and International Patent Classifications),

to give information about special literature and special indexes
available in the patent department (for easy reference
and for the purpose of retrieval),

to supply the requested patent specifications,

to supply photocopies and enlarged prints of requested patent specifications.

4. Users of the Libraries and Patent Departments

In Aachen and Dortmund we have no special statistics on industrial firms; the figures are included in the figures of users who do not belong to the university. The special regulations mentioned above are granted to about 10 firms in Dortmund resulting in about 10.000 articles copied and 2.000 interlibrary transfers per year.

Moreover, the patent departments have special user statistics, counting each user who enters the rooms of the departments.

In Aachen there are about 2.000 users per year, of whom about one half are industrial users.

In Dortmund, there are about 10.000 users per year, about 40% of them are industrial users.

The figures of Aachen and Dortmund are not comparable, since the collection of standards is part of the patent collection in Dortmund, but not in Aachen, where it is part of the Main Reading Room collection at the Central Library.

5. Costs

According to general regulations, no fees are charged in the university libraries of North Rhine-Westphalia. The users have to pay only special expenses such as costs for photocopies, interlibrary loans etc.

We have the following prices for library services:

photocopies/page 0.30 DM (~10 cents) (1 US \$ = 3.00 DM),

interlibrary loan/request 0.50 DM (~16 cents).

We do not charge library fees, but we have special fees in the patent departments:

fee/day 5.- DM (1.65 \$),

fee/year 100.- DM (33.-- \$).

All fees have to be passed on the state, therefore the library does not benefit from taking fees. Expenses and fees in Aachen and Dortmund do not differ. Special costs for online searches or telecopying and request for articles by datex have to be paid according to the amount of money which the library itself has to pay.

6. Online Retrieval Services

Detailed information on scientific literature and on patent specifications can be obtained by using databases by means of online terminals.

In this area, Aachen and Dortmund have developed different solutions.

In Aachen the online retrieval service of the library, which has been set up mainly for users of the local university, is open to users from outside the university, too, for instance for representatives of industrial firms.

In Dortmund, however, the online retrieval service of the library is restricted to members of the university.

Users of the patent department in Dortmund are offered a retrieval service provided by an institution maintained by several Chambers of Commerce and known as "Technologieberatungsstelle Ruhr, Bochum". The patent department is linked with this insti-

tution by datex connection and a terminal. By this, it is possible to launch a literature search in Bochum which can be observed on a screen in Dortmund.

The Dortmund library supplies copies of publications found by online retrieval in Bochum for users of the "Technologieberatungsstelle, Ruhr" (tbr).

In the following statistics you see the requests of one year of cooperation. All these demands are the result of online searches for industrial users. About one half of the requested documents are patent specifications; 90% of these could be supplied by the Dortmund Library. The Dortmund Library also supplied 50% of other documents (articles, books, and reports), an additional third of these demands were met by the Technische Informationsbibliothek - TIB - in Hannover; the remainder of 15% could not be supplied. In 1985, this is a subject of further investigation.

Documents for "Technologieberatungsstelle Ruhr"

1984

235	searches	
2.729	documents requested	
1.355	patent documents (49%)	
1.213	by holdings of Univ. of Dortmund Library (90%)	
142	by interlibrary loan (10%)	
1.374	articles, reports, books etc. (51%)	
666	by holdings of Univ. of Dortmund Library (49%)	
61	by interlibrary loan (4%)	
443	by holdings of TIB Hannover (32%)	
2	by holdings of BLLD (- %)	
sum	1.172	(85%)
	202	not supplied (15%)
Overall	1.879	by holdings of Univ. of Dortmund Library (69%)
Overall	648	by interlibrary loan (24%)
Overall	202	not supplied (7%)

7. Special Information Facilities

In the patent departments of Aachen and Dortmund, special consulting hours are offered by patent attorneys.

These consulting hours are provided fortnightly in Dortmund, once a month in Aachen; a number of patent attorneys of Aachen and Dortmund and surrounding cities participate in this service.

The consultation is free of charge, and only basic legal information is given; more detailed information - if necessary - can be obtained by consulting one of these patent attorneys.

The consulting service is used by a considerable number of persons:

in Aachen	7 persons on an average/per date,
in Dortmund	10 persons on an average/per date.

These persons are mainly free inventors, no representatives of firms; it is possible, however, that an inventor is simultaneously proprietor of a small firm.

8. Publicity

For instance:

- prospectuses designed especially for industrial firms,
- seminars in cooperation with the local Chamber of Commerce,
- leaflets on holdings of standards and holdings of patent specifications,
- information given in journals and newspapers.

9. Further Improvement of Services

With considerable effort the University of Dortmund Library improved the conditions for industrial users. It has been mentioned that the Dortmund Library provides documents for an institution (Technologieberatungsstelle in Bochum) which is very active in literature searches. This institution also provides online searches for users of the Dortmund Library.

This cooperation has advantages for both participants:

the Dortmund Library is using the know-how of the searchers in Bochum,

Bochum is using the bibliographical know-how and the facilities of the Library in Dortmund.

The Dortmund Library accepts the computer printouts of searches and does all intermediate work until the copies can be presented. Therefore the cooperation is a kind of service which is not familiar in West German libraries and is e.g. not offered by the TIB in Hannover.

Additionally, I would like to speak about the behaviour of users of our patent departments.

There are representatives of well-known firms like Thyssen, Hoesch, Höchst, Siemens etc. who need no help in searching: they expect to obtain the documents needed, sometimes they want to have copies made. - But there is an increasing number of other persons who have heard of our facilities through our seminars, reports in newspapers etc.

They often come for the first time and have no knowledge of patent publications, patent classifications and so on; they expect to solve all problems in half an hour. In most cases they leave the patent department without any success. It would be necessary for the library to spend one, two, or more hours on advising them properly.

The staff in Dortmund (2,5 persons) are engaged to sort new publications, to supply the requested documents and sort them back afterwards. Moreover, there is a deficiency of profound techni-

cal knowledge.

In order to overcome these problems the Dortmund Library wants the post of a consultant to be created.

In my opinion our stock of publications and the technical equipment via Tbr are sufficient for all demands. The actual problems lie in another area: The lack of knowledge among the users.

For one year the Dortmund Library has therefore negotiated with the Ministry for Science and Research in Düsseldorf in order to obtain the post of a consultant - a very important person for the near future of our patent department as we think. These negotiations are very difficult, but I hope to be successful in 1986.

Another point should be considered. The result of our advertising shows that there are firms, persons, inventors becoming aware of these facilities. It would be necessary to intensify our seminars and perhaps to offer special training for those firms which have worked until now without specialists for literature or patent publications.

10. The Future of Information Resources

At present many of our customers in German libraries (still) need a librarian or an information officer as an intermediary when they wish to trace printed literature in great catalogues and indexes or to search local and remote databases. This observation applies to students and faculty members of universities as well as to industrial users.

Industrial users want to obtain information about literature - and want to obtain the literature itself - as quickly as possible. Libraries wanting to meet these demands provide "fee-based" services, but up to now West German libraries have not been allowed to make use of all revenues - for example in order to afford salaries of staff or student workers who process the requests from industry.

Thus we come to a first (very simple) conclusion: The future of some information resources may depend on having library staff paid to provide adequate services to industry.

Secondly, the future of information resources is a question of having experts and well trained people inside the libraries and information centres as well as "outside". It is generally known, that experts and well trained staff are needed to collect data, to arrange them, to evaluate them, to process and to index them.

Each university should cooperate in the task of collecting data at least by providing its own data, for example

- particulars on the scientists and on their fields of research,
- facts about scientific projects,
- data about publications (and semipublications) of faculty members and university institutes and about doctoral theses,
- data about the availability of the publications.

These data should be collected as completely as possible and should quickly be passed on to an information centre of the university and/or to a national information centre, which ought to provide all important items in an online searchable database.

Some desirable cooperation between university institutes and industrial companies does not take place or does not work efficiently because industrial firms and organizations know too little about the research activities of universities in their vicinity.

Moreover, universities should systematically teach how to produce and how to process scientific information, how to maintain databases and how to retrieve scientific facts, figures, and scientific literature stored in external databases.

Industrial companies will soon expect graduates of technological universities to be skilled to use workstations and other microcomputers as intelligent terminals for searching remote databases.

So we draw a second conclusion: The future of information resources is also a question of training the end-user to make him or her unaided searches in great scientific databases. This training has to take place not only on special seminars (organized by private companies), but within universities - as part of university education.